

## Patient Responsibilities

We appreciate that sometimes you may not be able to attend for an appointment. If this is the case we ask that you please give us 24 hours notice so that your appointment can then be offered to another patient. Missed appointments or short notice cancellations are charged at the rate of £100 per hour.

The practice focuses on prevention. Please can we ask that you follow and adhere to any advice given by any of the dental professionals within the practice.

## Payment

Most of our patients choose to join our practice membership plan which allows them to pay for their routine care by way of a Direct Debit scheme.

Membership plan patients also take advantage of discounted treatment costs. Please ask one of our team for further information and they will be happy to give you some details.

It is our practice policy to give patients full information about the cost of treatment before any work is undertaken. A price list is on display in our reception area and a written treatment plan will be provided for all courses of treatment.

We ask for payment after each item of treatment has been completed. A proportion of costs may be paid when treatment is spread over a number of appointments. We try to make payment as straight forward as possible and accept cash, cheques and all major credit cards.

For larger courses of treatment we are able to offer credit options provided through Braemar Finance.

## Confidentiality

Patient confidentiality at our practice is taken seriously and all information about our patients is treated with the strictest confidence in accordance with our practice policy. If you would like a copy of our practice confidentiality and data protection policy, please contact the practice on 01334 475433.



Please note we are located on the first floor at 85 South Street, access gained via stairs at street level.

## Opening Hours:

Monday:	9.00am - 5.45pm
Tuesday:	9.00am - 5.45pm
Wednesday:	1.00pm - 7.00pm
Thursday:	9.00am - 5.45pm
Friday:	9.00am - 5.30pm

To make an appointment please telephone:

## Contact:

Gentle Dental Care  
85 South Street  
St Andrews  
Fife  
KY16 9QW

Telephone **01334 475433**

[www.standrewsdentist.co.uk](http://www.standrewsdentist.co.uk)

Email [info@standrewsdentist.co.uk](mailto:info@standrewsdentist.co.uk)

To utilise NHS services please contact NHS helpline on **01592 226555** Monday-Friday 8am-5pm

gentle dental care



practice information



## Gentle Dental Care

Welcome to our friendly privately owned dental practice.

Our aim is to provide you with high quality dentistry in a professional caring environment that helps you feel relaxed and welcome. Our treatment philosophy is based around prevention and we aim to educate our patients in order to help them achieve oral health for life.

Our practice is a member of the British Dental Association Good Practice Scheme. This means we aim to keep up to date with nationally agreed standards of practice in order to provide the best care and customer service for our patients.



### Dental care and treatment at the practice

We offer treatment on a private basis for adults. This enables us to spend adequate time with you and allows the use of premium quality dental materials and small independent dental laboratories who focus on low volume and work of the finest quality.

Children we are able to accommodate on the NHS if the parent/ guardian is a registered practice member.

We do our best to ensure your dental care meets your individual needs and will discuss any proposed treatment and treatment options with you, giving you time to ask questions and consider the alternatives.

Our team is committed to continuing professional development ensuring a continued standard of excellence within the practice.

### Sterilisation & Hygiene

The number one priority at Gentle Dental Care is your safety. Nothing else comes above this. We understand your concerns with regard to cross infection control and have implemented the most rigorous systems to put your mind at ease.

We follow all of the standards laid down by the British Dental Association Good Practice Scheme along with national guidelines for cross infection control.

To ensure that we continue to meet and exceed these standards, we invest in the best quality dental equipment and on-going training for our staff.

### Facilities

We believe your time with us should be spent in comfortable, relaxed surroundings. Our modern waiting room is equipped with a flat screen TV and our coffee table always boasts a variety of up to date magazines for you to browse.

We are child friendly with a well equipped play corner to keep little ones amused. We provide chilled mineral water in our reception area and are always happy to provide tea or coffee on request.

The practice has recently invested in digital imaging x-ray software by Kodak and state of the art audio- visual entertainment to enjoy whilst in the dental chair.

For easier access to the practice we have a stair lift. Should you require assistance using this facility one of the team will be happy to oblige.

### We are here to help

We hope that you are entirely satisfied with your dental treatment and would be happy to recommend our services to others. If not, please let us know about it so we can rectify the cause for dissatisfaction and improve our service. You can request a copy of the practice complaints procedure which details the steps we take if you raise any concerns about the care or treatment you have received.

If you would like further information about care at the practice then please contact us by telephone on 01334 475433 or by sending an e-mail to [info@standrewsdentist.co.uk](mailto:info@standrewsdentist.co.uk)

Alternatively visit our website where further information about the practice can be found [www.standrewsdentist.co.uk](http://www.standrewsdentist.co.uk)

### Emergency Care

During normal opening hours we aim to quickly see any patient who has a dental emergency. We set aside an emergency slot each day to accommodate any patient who needs to be seen urgently. Emergency appointments are allocated each morning from 9am. The dentist will carry out any necessary treatment to relieve any pain or discomfort, but you may have to return for definitive treatment. If you are unable to make these times then you will be offered the first available routine appointment.

Should you have a dental emergency outside normal working hours, please telephone the practice on 01334 475433. A recorded message will give details of how to contact the emergency dentist. A call out charge of £150 applies to weekends, evenings and public holidays.

### Our Dental Team

Chris Pritchard	Principal Dentist BDS 1998 GDC registration: 74836
Alice Thomson	Associate Dentist BDS 2009 GDC registration: 176321
Gillian Ainsworth	Visiting Specialist BDS Sheff 1996 FDS RCPS Glasg MSc Edin MSurgDent RCS (Ed) Specialist Oral Surgeon GDC registration: 71932
Laura McKain	Hygienist Diploma in Dental Hygiene 2003 GDC registration: 6235
Nicola Latto	Hygienist Diploma in Dental Hygiene 2001 GDC registration: 5975
Sian Allin	Registered Dental Nurse 1996 GDC registration: 158799
Natalie De Angelis	Registered Dental Nurse 2016 GDC registration: 262906
Sara Coultie	Trainee Dental Nurse
Lisa Buchan	Receptionist/Administrator.